PACKARD SERVICE LETTER

VOL. 3 No. 12 JUNE 15, 1929

Your Success and Ours

THERE is a bank which in its advertising uses the slogan, "Your success means ours—we never forget that."

This slogan is filled with meaning. It is a forceful expression of a progressive business policy; it indicates co-operation and interest in the welfare of the customer.

Pondering over that statement we see how true it is. Every living thing is dependent on something else for its life—its success.

Success, in the plant kingdom, is dependent upon air, soil, sunshine and rain. Animals are dependent upon these same elements plus the plant kingdom.

Man in turn is dependent not only on plant and animal life but upon man for his daily needs—and success. Without the co-operation of other men we would either die or sink back to a primitive stage of life.

Did you ever stop to think how you depend upon the rest of society? Take for example your present possessions: house, furniture, food, clothing, books, automobile, radio, electricity and the countless other things which you consider necessary to your modern life and happiness.

If you had to produce these things yourself from the raw material to the finished product, you would find it impossible in your short span of life to duplicate them—you couldn't do it in twenty lifetimes.

The automobile factory is dependent for success upon the success of its dealers and distributers. When the factory can supply a desirable product to its dealers and distributers and they in turn can merchandise the product successfully, then all is well.

All of which brings us to that all important factor—the consumer of our products. As he is successful so shall we be. He must be successful in selecting dependable and enjoyable transportation—the right automobile. He must be successful in his contact with the establishment that sells him his automobile because he will require maintenance facilities.

It is the business of the factory to produce the automobile. It is the business of the dealer or distributer to sell the automobile and then—*to see that the buyer obtains from it the utmost in successful transportation.*

"YOUR SUCCESS MEANS OURS—WE NEVER FORGET THAT", and that is why we are so solicitous about that service department of yours. Solicitous that the owner be given good mechanical service—courteous service—clean service.

After all is said and done the man who holds our success in his hands is the Packard owner and—*we must never forget that.*

The Service Letter Is for All Service Men—Get All You Can Out of It

See that Every Service Man Gets a Copy

Encourage Discussion on Each Issue in Service Meetings

File for Future Reference

Do These Three Things and the Service Letter Will Prove Itself a Valuable Assistant in Producing Better Packard Service

"Better Service Means More Car Sales"

Correct Stock Room Layout

SUGGESTION NUMBER FOUR

There are four different ways of arranging parts in a stock room, all of which have their advantages and some have distinct disadvantages.

One of the oldest and the first on our list is the "piece number system" where parts are placed in bins according to piece numbers, piece number one being in the first bin at the top; piece number two in the second bin at the top, and so on, carried throughout the stock room as closely as possible. Due to the size and shape of certain parts, it is not possible to carry this out in all instances and it means a break in the piece number run necessitating the placing of large parts in different locations. This makes necessary a location file and causes quite a bit of confusion in that a man not thoroughly familiar with the part called for goes to its natural location, according to number, only to find out that it is placed in some other location because of its size. For this reason this method is not recommended.

Number two is the "size system" locating all of the small parts together, the next largest in the next section, and so on up. This tends to make an exceptionally neat layout but it also requires the constant use of a location file. Memorizing locations under such a system is very difficult and much of the most active stock may be the farthest from the counters or other outlets.

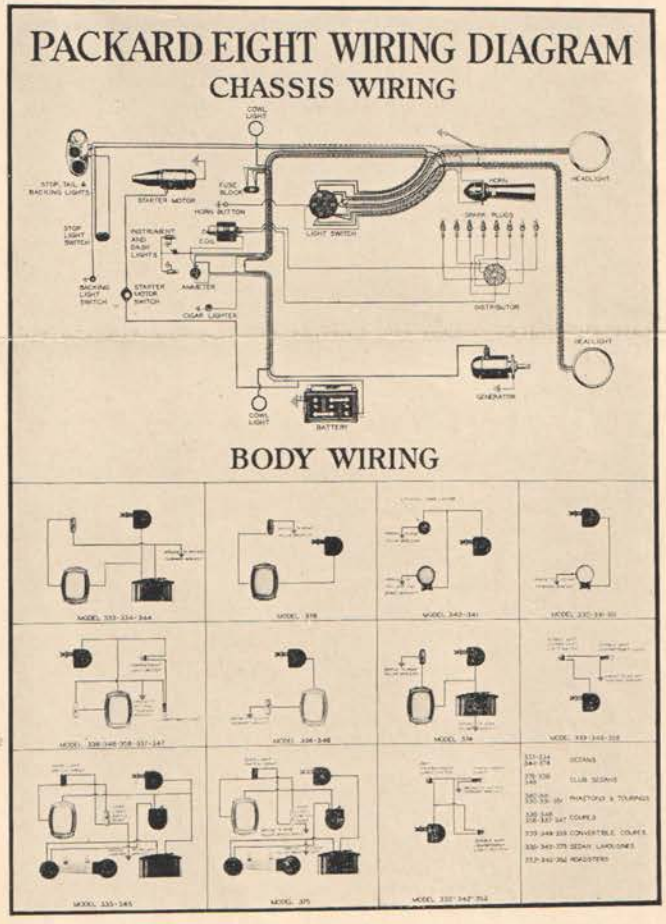
Number three is the "movement or activity grouping system". Under such a system a count is made to find out which part moves the fastest, and this part is given a location closest to the counter; the next piece according to activity is placed next to it, and so on down the line—the slowest moving stock thus becomes located farthest from the window. This system speeds up the movement of stock but on account of the variation in sizes of the parts it is very hard to carry out and make a neat looking layout. A number of electrical or very small carburetor parts might be extremely active and the next number would be fenders or possibly universal joint shafts, and this upsets the layout as far as looks is concerned. This system also calls for a location file which must be used constantly.

The fourth method is the assembly grouping system which we have tried out and put considerable study upon. We are convinced that for the distributers' or dealers' stock rooms such a system is hard to beat. It combines the advantages of the other three systems in that locating the stock is much easier because for instance, you know that in Section "A" all motor parts are located, and it is easy to remember that the first parts are valves, the second pistons and their related parts, and so on. Second, it works out very nicely as far as the various sizes of the parts since it usually happens that the housing or container of the parts in a unit is the largest piece in a given group. For instance, in the transmission group you would start out with the case, the case cover, the shafts, the gears, the bearings, and so on down to shims, keys, bolts and the smaller parts. It has the advantage of the activity grouping system in that the most active groups can be placed closer to the windows and it has some other distinct advantages in that it is much easier to break in a new man on such a grouping as he very readily becomes familiar with the location of various groups, and it is seldom necessary to refer to a location card in finding a part. You can readily realize how easy it would be for the service manager to go into the stock room and obtain a part during the absence of the parts man under such a system, and this feature alone is well worth considering especially in the smaller stock room.

We must keep in mind the fact that the stock room is in existence to supply parts to the shop and to the owner when needed; promptly, courteously, and at a profit to the distributer or dealer. In order to fulfill this function, the parts department must be not only located in the building properly but the parts must be arranged properly to facilitate quick handling.

Wiring Diagrams

We still have a few of the current Eight chassis and body wiring diagram charts on hand. These are a four color lithographed piece 34" wide and 46" high. There should be one in every shop. They are now 50c each and should be ordered from the Service Literature Department.



Tips From Road Men

FRONT SPRINGS STRIKING

The front bumper bracket has an extension which is designed to stop the travel of the front spring should the leaves in the rear of the spring break. In some cases where chuck holes are encountered, a squeak is heard and the shackle is riding forward and against the stop which binds the action of the trunnion bracket.

The remedy is to grind off some of the face of the stop until there is ¼ inch clearance. Some stations are turning these stops up to prevent the shackle from striking the stop but this is a dangerous practice and in case of spring breakage, the front axle may shift with disastrous results.

CARBURETOR ADJUSTMENT

Before adjusting the carburetor take a 10 thousandths feeler and make sure you have 10 thousandths clearance between the choke rod and the carburetor air valve arm. Otherwise it is difficult to adjust the carburetor as the choke may be partly open without this clearance.

ON REGRIND JOBS

After a valve grinding job, twist the valve spring about one full turn with the motor idling. This causes it to seat in the block. The valve will then rise and fall true. Also be sure the valve lock is in place.

Before adjusting tappets be sure and loosen the lock nut, otherwise you stretch the threads in the adjusting screw and any motor speed will loosen the adjustment.

GENERATOR REGULATOR

The generators of current model cars are now equipped with regulators which control their output. They can be easily identified by the fact that the metal box on top of the generator formerly contained only the cutout and was much smaller than the present box containing both the cutout and the regulator.

The regulator controls the output of the generator in such a way that the generator shows a high rate of charge when the battery is low or the lights turned on and a low rate of charge when the battery is high and the current consumption small.

Do not be alarmed by fluctuations of the ammeter hand. When the battery has reached a full charge, so that the regulator is on the point of reducing the generator output, the hand will oscillate over a considerable range, but this does not indicate an incorrect condition. As the battery becomes charged the ammeter will drop back to a lower reading and become steady.

STEERING WHEEL SCREWS

When a recently delivered car comes in for its first inspection it is advisable to check the screws holding the steering wheel to the hub.

After these screws have once been tightened they will not require further attention, but it is necessary that they be seated properly in order to prevent looseness from developing.

CLEANING BURBANK TOP MATERIALS

Materials having a gasoline, benzine or similar base should not be used for cleaning top coverings. The reason is that these materials have an inter coating of rubber and the gasoline or benzine attacks the rubber and soon causes its decomposition. Such cleaners as Carbona or plain Ivory soap suds are suggested as they have no harmful results.

Technical Letters

Recent issues of technical letters contain information of value to the parts department and to the shop. You should become familiar with the information given.

Technical Letter 1868 gives prices on change-over equipment on the new type carburetor for 426-433-526-533 and 443 models, 1869 contains a table which will be very handy when ordering non-shatterable glass. The piece number and quantity of each size needed are shown.

Technical Letter 1870 is a notice of the use of a new style camshaft indicated on motor numbers by the suffixed letter "C". It gives 171172 as the piece number of the new shaft on the 626, and piece number 170021 as the number of the shaft on the 640.

Technical Letter 1871 contains a table of speedometer and rear axle gear ratios giving the piece number of each ring gear and pinion, its ratio, number of teeth, models used on, and the correct speedometer pinion to use with that combination along with the number of teeth on the pinion, the speedometer gear and number of teeth, the speedometer bearing, and the outside diameter of the bearing. You will find this chart very handy in the parts department.

Technical Letter 1872 describes a service installation of a motor thermometer. This installation is designed so that it can be used on cars from 126 to 526 inclusive. It does away with the motometer and installs in its place the later type radiator cap. It gives the piece numbers and list prices of the radiator thimble cover cap as 97503; instrument board motor thermometer as 97514; and the thermometer cylinder head plug as 97517.

Technical Letter 1873 is a cancellation and gives superseding information on Trade Letter T-2349 concerning universal joint shafts, the piece numbers, lengths and models used on are shown.

Technical Letter 1874 is a notice of the new type bonnet side and louvre door assemblies for use on 626 cars to give them the appearance of the 640 type bonnet. The old bonnet assemblies or bonnet sides are not returnable for credit.

Technical Letter 1875 gives some radiator repair information and notifies the field of a recoring service. The information should be in the hands of the stock department and the service sales organization.

How Does Your Service Car Look?

This 126 made up as a service car presents a very neat appearance in its striking color combination of white and dark blue.

The service car is to your shop equipment what your service salesman is to your personnel.

They both come in contact with the Packard owner and should therefore present a neat salesman-like appearance. Don't try to give outside service with shabby equipment. Take a look at your service car right now and if it isn't as neat as this one, head it for the paint shop.

Meaning of Invar

A good many times the question is asked "just what is meant by the word invar as applied to invar strut pistons"? Invar is a metal alloy of steel and nickel which will expand less than any other metal known today. It has been used for many years in the manufacture of Precision tools and gauges. It is used in the struts of alloy pistons to control the expansion of the aluminum alloy. We have heard so many explanations of the meaning of the word invar that we thought some of you would be interested in having the correct information.

Signs

We are showing cuts of two different signs which can be used to advantage as indoor signs. They present a very attractive appearance and are finished in bronze with an old gold background for the lettering. The lettering—of a design to correspond with the type used in Packard advertising—shows up very clearly in a deep orange and the border in blue. It is inexpensive to operate as it is lighted by four bulbs.

The sign designated as P-12 sells for $12.00 Net, and P-17 sells at $17.00 Net.

Place your regular parts order with the service literature department and order by number.

P-17

P-12

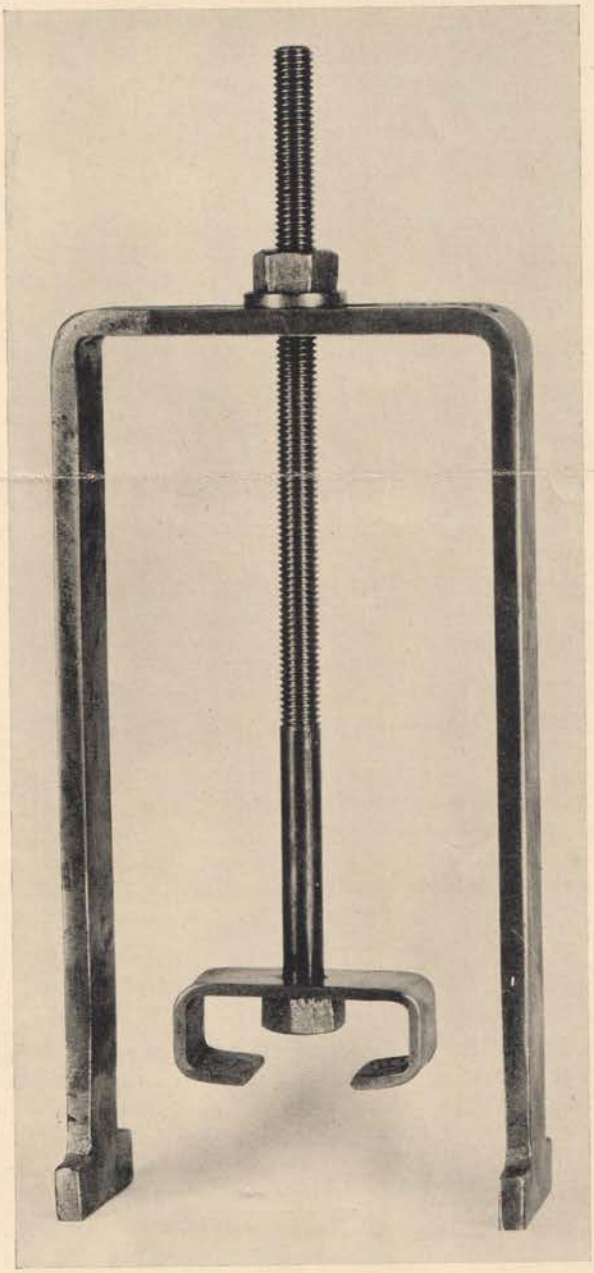
Special Tools

The winner of the $5.00 prize for the month of May is Mr. Larry Gitschlag of Packard-Detroit. He designed and submitted a valve puller which proves particularly handy on sticky valves. A cut is shown, and a blue print will be supplied upon request. This can be made up in your own shop and will not be carried as a standard ST number. Obtain a blue print from the Special Tool Department if you wish to make one of these.

Other suggestions received are from Mr. George A. Bowman of Terre Haute, Indiana. He designed a flywheel damper spring clamp. Mr. Paul A. Benedict of Des Moines submitted a fan belt adjusting wrench; and Mr. E. M. Wise of Packard-Washington sent in a clutch release lever gauge.

We appreciate receiving these suggestions and will continue to allow the $5.00 prize on any suggestion which is accepted and blue prints carried by the Special Tool Department. This class of tools, because of the nature of the tool or from a manufacturing standpoint, are not made up and carried under ST numbers. Blue prints will be mailed upon request. This class of tools can easily be made up on idle time in your own shop. They are well worth adding to your equipment.

The $20.00 prize is awarded whenever a suggestion received from the field is adopted as a standard Packard tool. These of course will be made up and carried under regular ST numbers.



We Welcome Suggestions and Inquiries from Packard Service Men. Address All Communications Care Editor, Packard Service Letter.

PRINTED IN U. S. A